CALNET II RFP DGS-2053

Question and Answer Set #28

May 24, 2006

194. In 6.1.8.1.8, General Invoice System Requirements (M), there is a requirement that the Contractor shall not assess late payment charges for all contracted services less than 90 calendar days in arrears. The existing CALNET Contract uses 60 days but the Government Code Section 927 references 45 days. Could the State change the late payment requirement to be in line with the Government Code?

Government Code and Prompt Payment Act will be followed. DTS will work with the Awarded Bidder and State Controllers to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid.

195. In 6.1.12.1, Fiscal Management Database calls for "Customer's information including address and contact information."

There are many meanings for contact information such as the local contact for an order listed on a Form 20 or the ATR that has the authority to sign the From 20. What does the State mean by "contact information"?

The requirement will be clarified in a future addendum to read "Customer's information (Customer Name and Address").

196. In 6.4.13.2.4, "Trouble Ticket/SLA Credits Fiscal Report (M)", there is a requirement that the Contractor "shall provide the following information at a minimum.....Data Channel information."

Since a "Channel" is only applicable to some of the services in Module 3, does this channel field need to be filled for these services?

Yes, when applicable in Module 4.

197. Table 6.1.3.2.2 calls for DS0 service as described in the explanatory text before the table. The key requirements in the text are:

• Advanced Digital Network (ADN) or equivalent - A dedicated digital private line service at DS0 and below speeds, providing full duplex, 4 wire, end-to-end, synchronous, data transport

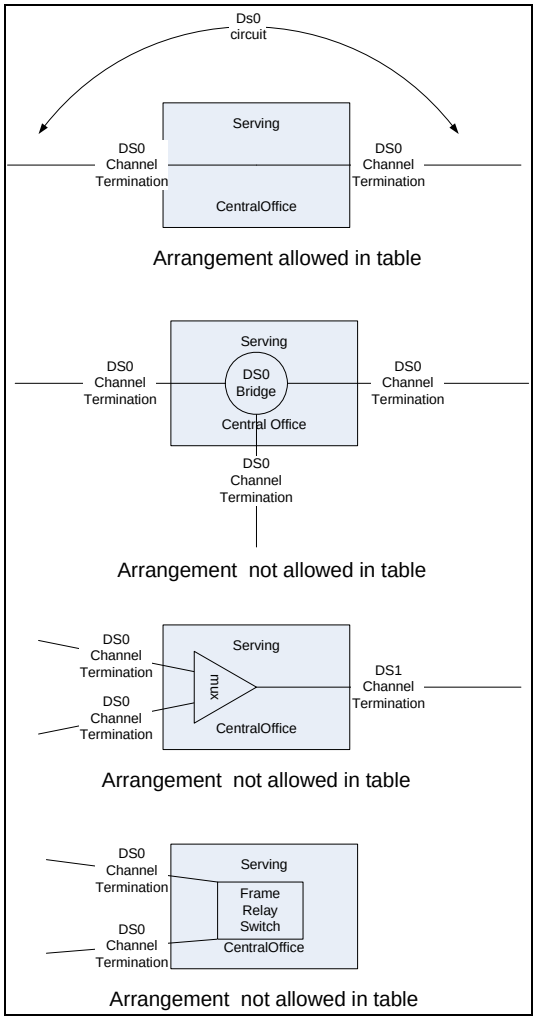
• Subscriber Access - Channel termination for the Hi-Cap circuit. One for each termination

The corresponding cost table has a single price entry, and it labeled "price per circuit". This implies that what the State is asking for is a complete circuit.

This price model is simplistic and does not support other configurations that DS0 service is used in. The following diagrams show different arrangements in which the DS0 circuit is used in the current state environment.

The industry commonly uses “channel termination” pricing to allow ds0 circuits to be used in various combinations as shown below. The state’s table structure will require bidders to use a higher-cost end-to-end circuit when only a channel termination is needed.

Would the State be willing to replace requirement for end-end circuit with a channel termination, which connects the end-user to the bidder’s network?



This will be addressed in a future addendum.

198. In Module 3, sections 6.3.2 and 6.3.4 and section 7 Exhibit 7C Cost tables 6.3.2.1.a and 6.3.4.3.a, the State has a requirement for "off net toll" and "off net toll free" calling services. The State made a change in Module 2 for these services to allow for Switched to Switched, Switched to Dedicated, Dedicated to Switched and Dedicated to Dedicated pricing. Is the State going to make the same changes to the requirements and pricing tables for Module 3 in order to insure they are getting the most competitive rates rather than a higher blended rate?

No changes will be made. The current pricing structure promotes a model that has been determined to be in the best interest of the State for both short and long term technical and business reasons.

199. In Module 3, Section 6.3.2.3.3, DTS requires a proprietary product from Telcordia for diagnostics. Is DTS requiring specific diagnostic capabilities that many products may provide or only this proprietary product from Telcordia?

If this requirement is for specific diagnostic capabilities, would DTS please provide the diagnostic capabilities required to meet this requirement.

This requirement had been eliminated in Addendum 31.

200. Addendum 29 removed all points related to Ubiquity, Scalability, Survivability, Redundancy, Diversity and Interoperability as related to the required drawings in Modules 2 and 3.

Has DTS changed the required focus of the drawings or was the removal of these points an oversight?

No points were removed and they still remain in this section. DTS has not changed the requirements of this section.

201. In Section 6.3.4, Page 48 (Ver #24), middle of first paragraph reads: "The transport shall be acquired as identified in Section 6.3.1."

The referred to Section 6.3.1 does not discuss acquisition of transport. Is this a typo and did the State intend to say "Section 6.3.3" (IP TRANSPORT FOR CONVERGED SERVICES)?

Yes, Section 6.3.4 paragraph one should read …The transport shall be acquired as identified in Section 6.3.3. This will be corrected in a future addendum.

202. In sections 6.3.2.3.5 and 6.3.4.2.5, Fax And Modem Support (M-O), the State requests fax and modem support for VoIP networks. In Sections 6.3.2 and 6.3.4 the State requires that vendors' proposed services conform to IETF and ITU standards. Fax over IP standards are mature, well known, supported protocols that serve a business need. Modem support however requires proprietary protocols. It also requires troublesome and repeated coding and de-coding of signals to run over a VoIP network. Transmitting data in this fashion is highly inefficient versus transmitting the data traffic directly over IP and is rarely used.

We recommend the State remove modem support from Module 3 since standard circuits in Module 1 perform this task much more efficiently and do not require proprietary solutions.

This will be addressed in a future addendum.

203. In sections 6.3.4.1 and 6.3.2.2, the State request phones with "Minimum programmable function keys."

IP phone manufacturers have largely abandoned the programmable function key interface in their low and medium priced sets and have adopted a soft key design with dedicated function keys for common task. This newer design gives the phone user convenient buttons for common tasks and a much more flexible interface that is not limited by the number of physical buttons on the phone. Outlook integration and the web portal interface further reduce the need for the expense of a multi button phone for cost conscious users.

To allow respondents to provide the State with lower cost solutions, we suggest the State change the language to "Minimum 6 programmable function keys or a soft key interface."

This will be addressed in a future addendum.

204. Regarding Section 7, it is not clear how to meet the State's required framework while still providing the correct identifiers and billing elements. The State tables in Section 7 only allow one identifier and one price per service item. We have numerous service items that are comprised of multiple service elements. We need to either be able to list multiple identifiers in the identifier box, or be able to list the components and have them totaled for the State to do pricing comparisons.

Bidder should itemize individual products/services with correct identifiers in the Section 6 feature box description areas. However Section 7 pricing should only reflect the aggregated cost for that identified product/service. Billing elements of these services and pricing granularity shall be provided by awarded contractor in post-award Contract Riders.

205. In the body of section 6.1.3.7.4, the State is requesting a wide range of network management services. Is the bidder to assume that all of the requirements in the body of section 6.1.3.7.4, beyond real time monitoring and management using the Visual Networks ASE, be presented in the "D" table, 6.1.3.7.4b?

This will be addressed in a future addendum. Additionally, please refer to the State's response to Question #204 for further clarification on pricing structure.

206. Section 6.3.14 states that The services "IP Transport for Converged Services" and "Converged Services, IP Telephony Services" are subject to the following SLA criteria in Section 6.3.14:

- Round Trip Transmission Delay
- One-Way Transmission Delay
- Jitter
- Packet Loss

The most critical factor in a carrier's ability to meet these SLAs is the level of capacity the circuit is utilized at. If a circuit is at over 70% average capacity,

statistically, naturally occurring bursts of customer traffic exceeding 100% of capacity will lead to packet loss, delay, and jitter. Since vendors do not have control of the size of the circuit the customer purchases, the amount of traffic a customer transmits, or the traffic's "burstyness"; we believe the SLA is assigning risks and costs to carriers inappropriately as written.

We suggest the State change the language as follows: (changes in italic)

Round Trip Transmission Delay

For circuits utilized at less than 70% average capacity:

IP Transport for Converged Services:

56Kbps – 1.536Mbps

64 byte ping: <120ms

1000 byte ping: <400ms

1.792Mbps – 40Mbps

64 byte ping: <60ms

1000 byte ping: <120ms

40Mbps and above

64 byte ping: <65 ms

1000 byte ping: <110 ms

One-Way Transmission Delay

For circuits utilized at less than 70% average capacity:

Less than 130 ms one way

Jitter

For circuits utilized at less than 70% average capacity:

Less than 15 ms

Packet Loss

For circuits utilized at less than 70% average capacity:

0.5 percent maximum packet loss

This will be addressed in a future addendum.

207. In Exhibit 7B, Cost Table 6.2.5, 900 Services, the rate elements and units of measure seem to be inconsistent with the rate elements and units of measure currently used in the current CALNET contract which are more typical rate elements and units of measure in the industry; for example, cost table 6.2.5 has three rate elements: Transmission only with a per minute unit of measure, Transmission, Billing & Collection with a per minute unit of measure and Variable Length Preamble with a per call unit of measure. The current CALNET contract rate elements are: Transport Only with a per minute unit of measure, Billing and Collections with a per minute unit of measure and Variable Length Preamble is split into 0-30 seconds, 30 - 60 seconds and over 60 seconds with a per call unit of measure.

Will the State reconsider the current structure of these cost tables and change the rate elements and units of measure to be more consistent with the current CALNET contract and industry practices?

The related price tab was changed in Addendum 29. Any other service alternatives can be added as an Unsolicited Feature.

208. In section 6.1.3.7.4, the State is requiring an extensive range of management services for frame relay CPE, as follows:

Specific standard services to be provided by the frame relay network management system include:

- 7x24 Real Time Network Monitoring
- Fault Isolation
- Software Support
- Configuration Management
- Performance Analysis
- Hardware Maintenance

For this complex set of tasks, it is common practice in the industry to offer these services based on the particular CPE, or class of CPE being managed. For example, configuration support and performance analysis is much simpler for a CSU/DSU than it is for a large, multi-interface router. Table 6.1.3.7.4a and associated cost table do not allow a distinction. The vendor is forced to offer a single service option and price that will accommodate a wide range of devices. Also, WAN interface speed is not the key variable in managing CPE devices.

We suggest the State change table 6.1.3.7.4a to itemize according to the functions required in the body of the section (see above). Also, allow each function required to be sub-itemized according to equipment type/manufacturer. This will allow the State to ensure that all CPE types in section 3 are included, and ensure that the different functions are available for each CPE type.

Section 3 items listed are DS3 and DS1 CSU/DSUs, which are currently on CALNET I. Section 6.1.3.7.4 only applies to the devices listed in Section 3; any additional devices may be listed in the Unsolicited Features section. Bidder's proposal should meet minimum requirements. Refer to question 204 for additional pricing granularity guidance.

209. In section 6.3.14.2.7, Round Trip Delay (IP Transport for Converged Services), the "Measurement Process" portion of the SLA table states the following:

DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test.

We believe this measurement process will lead to inaccurate results because Ping test do not accurately measure how fast a VoIP labeled (QoS priority tagged) packet will traverse the network. Accuracy will be compromised because Ping programs typically send low priority ICMP packets that would not be properly tagged for prioritization by the network. In addition, variations in load (CPU utilization, number of processes, etc.) on the sending or reflecting CPE may skew the results as well. We anticipate this will lead to many false alarms of network

congestion that will bog down the State's proposed verification process as well as waste time of customer network administrators responding to false troubles. This may also create customer confusion on testing methods that DTS/ONS will need to manage when test results vary between vendor and customer methods.

So as to define a measured demarcation point where the vendor and customers could address performance issues with less ambiguity, we suggest the State modify 6.3.14.2.7 to read: "Vendors shall provide SLA performance metrics from Customer Edge to Customer Edge."

This will be addressed in future addendum. The State does not expect this measurement to be performed when there is competing/live traffic on link.

210. Based on existing Calnet rates, as well as standard pricing practices, long distance operator services are typically billed by the minute and not by the call.

Is this the intent of the State to ask for Operator Services on a per-event basis, or can we price long distance operator services at a per-minute rate?

This will be addressed in a future addendum.